

From: Dennis Hussey
To: Microsoft ATR
Date: 11/25/01 2:29am
Subject: Microsoft anti-trust case proposed settlement

Your honor,

I personally feel that Microsoft is getting off way too easy for their predatory monopoly behavior and it is affecting competition as well as the general consumers and businesses. I am in the computer networking field for the last 10+ years and here are some of the major issues I have with Microsoft and how they have affected the industry and consumers/businesses:

- 1) Microsoft Office has become the defacto standard and has hurt Lotus and Corel/WordPerfect strongly. I have customers that try to maintain WordPerfect word processing with Lotus 123 spreadsheet due to ease of use, stronger security (my customers are all financial institutions) and less susceptibility to virus infections. They are being forced into MS Office because government agencies (FHA, FDIC, etc.) are sending out documents in MS Office format that are not compatible with WordPerfect and Microsoft continues to change the format of their documents so that the competition cannot read/write the documents. They have to throw the money they spent on WP and Lotus licenses and pay more to get MS Office.
- 2) In a similar manner, there are applications now that require Windows NT servers to run and most of my customers have Novell networks. Novell as a company has been changed from the dominant player in networks to struggling to survive. My customers are forced to buy NT server to do business.
- 3) Security problems - Microsoft Office, MS Outlook, Internet Explorer and Windows have major security holes that have cost businesses and consumers untold millions of dollars patching, purchasing virus software and fixing data, yet Microsoft doesn't seem to care that they have these problems. Businesses have to put up with this as there is no competition. If there was open source, these problems could be resolved quicker and more secure. If there was viable competition (Microsoft has squashed all of them on this platform), they would be forced to test more and ensure security to remain competitive.
- 4) Microsoft has ruined to possibility of open standards. Sun Microsystem's Java was created to produce an open standard to create software that would run on virtually any platform. Microsoft saw this as a threat to their Windows monopoly and, in a deceiving manner, supported Java and proceeded to change it to make a version that would run under Windows/Internet Explorer better. Being the most popular platform (Windows/IE), programmers were writing websites with this making the sites incompatible or running inferior on other platforms. Sun has sued on this for breech of contract.
- 5) Internet Explorer is built-in and it is difficult to use another web browser. Netscape was leading in the browser competition and Microsoft decided to incorporate Internet Explorer in Windows 95, killing Netscape's ability to make a profit on their product and leaving consumers without much choice. This goes the same for email programs, with Outlook Express being built-in as well.
- 6) Microsoft produces new versions of Windows and quickly stops support of existing versions quicker than most software companies forcing businesses to upgrade. This causes problems with major software applications and ensuring compatibility with legacy applications. Our institution uses a bank management system that runs under Windows NT workstation and Windows 2000. There is Windows

XP out now and soon we will be no longer able to purchase Windows 2000 and have to invest alot of time and money to ensure that it will work with Windows XP. Microsoft has discontinued selling Windows 98 and will stop supporting it at the end of this year, just 3 years after it came out. There are applications that still require DOS compatibility (Midanet comes to mind which is from Fannie Mae as I remember). Windows XP doesn't support DOS any longer, yet a Windows version of Midanet is still not available.

7) Microsoft has deliberately held back certain technical information about their Windows with features it had to competition so that their own applications such as Office can perform better than competitive products. This is deliberate deception and unfair practices.

I can go on with more examples, but this is some main points I wished to make. These points show that Microsoft's monopoly hasn't helped the consumer and businesses but hurt them and cost them alot of money. It has also shown that competition is being hindered and predatory practices have been clearly proven. This constitutes a monopoly which is supposed to be illegal. We need to come down harder than the proposed measures to bring back healthy competition and consumer choice. I supported the original breakup, I support forcing Microsoft to release their source code for Windows, etc.

Please do not cave in to Microsoft and give them a light sentence that can allow them to continue doing what they have been doing and further their monopoly.

Sincerely,

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